



Control Number: 42147



Item Number: 2

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PROJECT NO. 42147

UTILITY: Santa Rosa Telephone Cooperative

QUARTER ENDING: March 31, 2014

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TELEPHONE SERVICE QUALITY REPORT

| | | <u>REPORT MONTHS</u> | | |
|---|------------------|----------------------|-------|-------|
| | <u>Objective</u> | Jan | Feb | Mar |
| <u>SERVICE ORDERS</u> | | | | |
| % Regular orders completed in 5 working days | 90% | 100 | 100 | 100 |
| % Primary orders completed in 5 working days | 95% | 100 | 100 | 100 |
| % Installation commitments met | 90% | 100 | 100 | 100 |
| % All Orders Completed in 30 days | 99% | 100 | 100 | 100 |
| % All Orders Completed in 90 days | 100% | 100 | 100 | 100 |
| <u>ANSWER TIME</u> | | | | |
| Toll & Assistance (“0”) answer time | | | | |
| Average answer time in seconds (or 85% within ten seconds) | 3.3 | N/A | N/A | N/A |
| Directory assistance answer time | | | | |
| Average answer time in seconds (or 85% within ten seconds) | 5.9 | N/A | N/A | N/A |
| Repair service answer time | | | | |
| Average answer time in seconds (or 90% within twenty seconds) | 5.9 | 1% | 1% | 1% |
| <u>TROUBLE REPORTS</u> | | | | |
| Customer trouble reports per 100 access lines | 3.0 or 6.0 | 0.46% | 0.39% | 1.24% |
| % of out-of-service reports cleared in 8 working hours | 90% | 100 | 100 | 100 |
| % Repeated Trouble Reports | 22% | 0.06% | 0.06% | 0.06% |

Contact Name: Rosie King

Contact Telephone Number: 940-886-2180 or 888-886-2217

Revised March 2014

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wilbarger

I, Rosie King, the attestator, sign my name to this instrument this 3 day of April, 2014, and being a duly authorized officer of Santa Rosa Telephone Coop do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Rosie King
Signature

Senior Ser. Rep
Title

4/3/14
Date